INTERCOMPANY SERVICES COORDINATION PLAN

PLANT RESPONSIBILITIES

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1. GENERAL

1.01 This section outlines the Intercompany Services Coordination (ISC) Plan as it applies to the functions of the Plant Department on all ISC services. This section assigns the responsibility for the successful coordination of the several functional work groups and local routines within each Operating Telephone Company (OTC) Operating Area and Long Lines Department Areas to specifically designated management individuals (and staff) representing their Department Heads. This section specifies certain minimum procedures required of each ISC Team Plant member and work group representatives of each Area to ensure system standardization in the Joint Interdepartmental and Interarea coordination efforts.

1.02 This section has been revised and replaces Issue 3. Since this is a general revision, arrows ordinarily used to indicate changes have been omitted.

1.03 The intent of the ISC Plan is to provide coordination of ISC services to the full satisfaction of the customer. This plan requires a high degree of cooperation of all people involved. It is imperative to the effectiveness of the plan that each ISC Team Plant member and the Departmental representatives (work groups) become familiar with the structure of the ISC Plan and its full interdepartmental and intercompany concepts and details. Sections 010-520-100 through 010-520-140 cover the description and departmental responsibilities.

1.04 Implementation of an ISC Universal System Service Order (USO) will be provided by the regular methods pertaining to each Company's internal practices by type of service being provided. However, the local management of each functional work group involved will comply with the requests and coordination direction pertaining to each service from the ISC Team Plant member of his Area or Territory. The local management of functional work groups such as Installation and Repair forces, local exchange Plant Service Centers (PSC), control and local control Servicing Test Centers (STCs), supply forces attached to Western Electric Distributing Houses, etc, are functional representatives of the ISC Team Plant member and staff.

1.05 On orders requiring an individual's full-time application of coordination effort, the responsibilities of the ISC Team Plant member may be assigned to his representative; however, the accountability for the ISC Plan application to the order remains with the regular ISC Team member. When appointed, a project Team member will function for the duration of the project. It is the regular team member's responsibility to notify all other ISC Teams involved of the name, current

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telephone, ADNet and/or DATAPHONE® numbers and address of each Project Team member.

1.06 The application of the ISC Plan concepts of control and local control ISC Teams to special services does not usurp the control and local control STC responsibilities and accountabilities for circuit and facility continuity or system balance and integrity, including postcutover trouble clearance and analysis.

2. DEPARTMENTAL RESPONSIBILITIES

2.01 The application of the ISC Plan within the Plant Department of each Operating Company or Long Lines Area is the responsibility of the General Plant Manager or the Long Lines Area Operations Manager, as appropriate. The term "Plant" includes central office, test center and field forces in this section. The ISC Team member will act on their behalf in coordinating the ISC Plant functions as outlined in this section. To ensure the effectiveness of the ISC Plant operations, the General Plant Manager or Long Lines Area Operations Manager should ensure that:

(a) All plant personnel are adequately qualified, trained, and are adhering to ISC procedures. Only those people having the proper qualifications in terms of experience, knowledge of Company routines and services, and leadership ability should be assigned to the ISC Plant position.

(b) The ISC Team Plant member is adequately equipped with personnel, office facilities, and communicating equipment.

(c) Meaningful objectives are established in each Area that will result in a continued high ISC performance. The ability of Plant forces to meet a Plant Test Date (PTD) and Due Date (DD) and the ability of other forces to provide Plant with everything needed to meet the Designed, Verified and Assigned (DVA) date should be analyzed on a continuing basis. Where the trends are poor, prompt investigation and corrective effort should be applied.

2.02 It is the basic responsibility of the Plant Department to exert every effort to ensure that:

(a) Services ordered by ISC/USO are properly installed, tested, and operating satisfactorily by the date and time specified in the order. A DVA date and PTD will be included on the USOs. The DVA is the date on which Plant is to have everything required for the installation as prescribed on the order. This includes additions or rearrangements of facilities that may be necessary. The PTD is the date on which all installation work on facilities and stations must be completed on each leg or portion of the circuit. Installation and testing of station equipment, wiring and testing of facilities must be complete on this date. In the case of orders for non-Special Exchange Services (SES), the completion of installation and tests from customer locations to the Service Test Center (STC) and from STC to STC will be completed on this date. A PTD is required to ensure that a period of time will be available for overall testing of the service or system. This may be followed by an interval of customer operation training to start on the Traffic Training Date (TND) if stipulated. The DD on the order is the date that service is scheduled to start; PTD should be viewed as the work completion date.

(b) After a service is turned over to a customer, it continues to operate to the satisfaction of the customer.

3. ISC TEAM PLANT MEMBER RESPONSIBILITIES

3.01 The ISC Team assuming overall coordination responsibilities, as identified by the first segment of the ISC/USO number, is designated the Control Team while all other ISC Teams involved in the order are designated Local Control teams. The Plant representative on the Local Control team is known as Plant Local Control, and the Plant representative on the Control Team is known as Plant Control. However, every ISC Team Plant member has certain basic responsibilities.

3.02 Normal implementation details of USOs are performed by the functional representatives of the ISC Team member, such as STCs, Installation forces, Circuit Provision Bureaus, Plant Service Centers, and Plant Supply groups. The ISC Team Plant member of the Company responsible for the above functional groups is responsible for the coordination of their activities and serves as the point of contact for other ISC Team Plant members. In some orders, responsibility for the above functional groups is split between two or more Companies within the same geographical territory;

for example, a Long Lines STC serving an OTC station location. In this situation, the Plant member of the OTC Local Control ISC Team will coordinate service implementation with the Plant member of the Long Lines Local Control team responsible for the STC functions. The Long Lines ISC Team responsible for the STC functions will then provide the interface with the Control ISC Team Plant member. This communication path does not replace the normal communication path among STCs, Installation groups, Plant Service Centers, etc.

3.03 When Long Lines operates STCs for OTC orders and for all Long Lines USOs, the following procedures apply. At all station locations within OTC territories, the OTC ISC Team Plant member assumes the ISC Plant local control coordination functions for all OTC owned Plant facilities and station apparatus, and coordinates such activities with the Long Lines ISC Team Plant member serving within the same geographical territory.

Basic Responsibilities

3.04 The basic responsibilities of the ISC Team Plant member are as follows:

(a) Serve as a single point of contact for his territory on ISC Plant matters.

(b) Ensure that the published ISC telephone number(s) and other communication media in his office are covered by knowledgeable personnel throughout each business day.

(c) Maintain proper filing system and routine office procedures for handling ISC matters.

(d) Maintain liaison with the Plant member of the Administrative Team having jurisdiction over his territory, both assistance on ISC staff matters that cannot be resolved locally and to recommend changes in procedures for improving the plan.

(e) Maintain contact with all functional Plant work groups within his territory. He is aware of current local organizational structures so that he is in a position to determine, when required, manpower depth and capabilities, testing capabilities and capacity, and local stocks of special equipment or apparatus, etc.

(f) Meet with other members of the ISC Team on a regular basis to critique the performances of the Team and its representatives in the provision of ISC services. Utilize representative of work groups as the needs may dictate. Develop recommendations for improved local methods and communications to improve performances. Provide agenda and minutes of the meetings to local higher management and to the Plant ISC Administrative Team member, as required.

(g) When required to requisition station apparatus, determine that accurate ordering documents have been sent to, and that firm shipping dates have been received from, the Western Electric Company (WE) for all equipment required. Request the WE member of the ISC Team to expedite any items that require a shipping interval too long to meet the Material On Job (MOJ) date.

Plant Local Control Responsibilities

3.05 Functions of the Local Control ISC Team Plant member for his geographical territory are as follows:

(a) Furnish preliminary information on plant matters in connection with proposed services when requested by other ISC Teams.

(b) Administer procedures for the distribution of all USOs and supplements to ensure receipt by all of his plant forces involved.

(c) Arrange to forward USOs and corrections to local plant forces as required. Verify that local USOs or work orders have been received by the Plant Service Centers and Installation forces. Local USOs should include the ISC/USO number as a cross-reference.

(d) Verify that central office equipment, local channels, and station equipment will be made available in time to meet the DVA.

(e) Review each USO and correction received for completeness and clarity. Refer any questions to the originator via ISC Plant Control.

(f) Accept verbal USOs, corrections, supplemental engineering information, etc, via telephone

when the interval does not allow for normal handling.

(g) If there is any indication that a DVA, PTD, TND, or the DD may not be met for any reason, immediately transmit a Jeopardy Report to ISC Plant Control.

(h) Refer all special or nonstandard equipment or transmission problems to the Engineering Team member for advise and/or a solution.

(i) Refer any equipment interface problems which require consultation with business machine company engineers to the Engineering Team member.

(j) Coordinate Plant training and manpower requirements with local management and staff groups, if required by new devices or techniques involved in the service.

(k) Determine need and make arrangements for the provision of distortion monitoring devices, loop-shorting devices, or loop-back equipment on services involving "Third Party Maintenance," or where otherwise recommended by Company policy. Arrange to provide loop switchboards where required on telegraph services.

(l) Check for items that may interface with the provision of satisfactory service or maintenance, such as noncoverage of offices or lack of proper test equipment.

(m) When specified in the USO or a correction, forward progress reports to Plant ISC Control.

(n) After completion of all local tests, make a Completion Report to ISC Plant Control detailing any exceptions which may be service affecting.

(o) Assist Plant Control Office (PCO) as required in any overall testing of the service as specified in 3.06(i) of this section.

(p) When the work on the service order is complete, advise the customer contact as shown on the service order for the Circuit Location (CKL) an STC or PSC is responsible for, that work has been completed on his segment of the service. The customer should also be informed of which office (STC, PSC, etc.) should be notified if any service problems are encountered.

(q) Notify the PCO that (p) above has been completed.

(r) Immediately transmit a Missed Due Date Report to ISC Plant Control for any customer location that fails to start service on the DD.

(s) Comply with reporting procedures when assigned Responsible Reporting Office (RRO) responsibilities as outlined in Section 010-520-105.

(t) Be alert to the fact that, at times, the simple addition of a single service to a customer's total complex of other services will jeopardize the performance of the total service. Such cases may be the adding of a DATAPHONE® service behind the PBX which will often require the regrading of all the tandem tie trunks to the proper transmission grade, or the addition of an additional tie trunk to the total complex that may extend to total usage beyond normal transmission limits, etc. If consideration of these items was not included in the design of the service by the control team, the ISC Team Plant member of the control team shall be advised as quickly as possible in order to secure a redesign of the service.

(v) Consult with Engineering in situations where advice or assistance is needed.

Plant Control Responsibilities

3.06 The ISC Plant Control is responsible for the overall coordination of the Plant effort required to complete an ISC/USO. He also retains a continuing responsibility for the satisfactory operation of the service after it is established. For points in his territory, he will perform all of the functions outlined for the Local Control ISC Team Plant member. In addition, responsibilities of Plant Control are as follows:

(a) Establish procedures to be able to maintain the latest status of each order. This may be in the form of a functions-due-tomorrow report or bring-up file listing critical report dates and other pertinent information.

(b) Keep ISC Marketing Control and the Network Control Office informed of all Jeopardy and Missed Due Date conditions.

(c) Analyze all Jeopardy and Missed Due Date Reports and Department/work group responsibility for DD miss results and offer suggestions for improvement or solution where possible. Enlist the aid of other team members and/or higher management where necessary to meet DDs.

(d) Notify all ISC Plant local controls of any missed DD conditions affecting their customer locations. The ISC Marketing Control is responsible to advise the ISC Marketing Local Control regarding the billing effects of missed DD conditions.

(e) In consultation with other team members, assist in the preparation of the USO as required to ensure that realistic RDD, DVA, PTD, TND, and DDs are assigned. Such participation normally will be required on the following:

(1) Several points or CKLs are involved in the order (or orders) and will be used as a network or system by the customer.

(2) Services for which standard intervals have not been established.

(3) New equipment or techniques are involved in the service.

(4) Other cases where the judgment of ISC Marketing Control indicates that special handling should be employed, or a Project Team appointed.

(f) When WE project coordination is required, assist team members in preparing USO service and equipment details in WE ordering terminology.

(g) Coordinate with the Control Engineer in determining any special Plant Department requirements on new service offerings and arranging for the distribution of any special instructions, plant training material, circuit description, and drawing required. Advise all plant local controls of any unique maintenance spare equipment requirements. Solicit the total requirements of each plant local control and ensure that these will be included in the order of magnitude requirements given to WE.

(h) Determine necessity for any special testing apparatus, devices, or equipment that may be needed to properly maintain the service. This could include distortion measuring devices, loop-shorting devices, loop-back equipment, etc, which should be provided at any or all locations on the circuit.

(i) Coordinate and advise all plant local control members of any special testing requirements and overall test schedules including call-through tests when required.

(j) Request progress reports from plant local control on large or complex services when deemed necessary for service coordination.

(k) Ensure that all required overall circuit or system tests have been made and, if not satisfactory, take remedial action.

(l) Coordinate with Marketing Control any situation where service starts cannot be effected as ordered and determine whether partial starts (where all stations are not ready, or where service can be started only with service-effecting exceptions) are acceptable to the customer, or if he desires the full service at a later date.

(m) When all plant local controls have reported completion, required overall tests have been made, and the service is available, advise the customer contact at the customer's principal location as shown on the order that work at all segments or locations has been completed and tested. The circuit or service is now available for use. Inform the customer contact which office should be notified of any service problems encountered.

(n) Inform Marketing Control that the service has been implemented as ordered (or with exceptions); that all customer contacts have been notified that their service point or segment on the circuit is available for service and the principal customer's location has been informed of service availability on the entire circuit or circuits.

(o) Comply with reporting procedures when assigned RRO responsibilities as outlined in Section 010-520-105.

4. PLANT SUPPLY GROUPS REPRESENTATIVE

4.01 An OTC management level representative will be designated with the Supplies Service group attached to each WE Service Center. His function is to serve as plant supply coordinator on all requisitions and supply jeopardy conditions involving ISC orders served from his location. In general, his duties are outlined as follows:

(a) Work in close cooperation with the ISC Team WE member at the service center.

(b) Maintain liaison with the ISC Engineering and Plant members of Team(s) or Area(s) served by his location.

(c) Work with WE, Engineering, and Plant members to develop Supply Division information in reply to Project Announcements distributed through WE channels from the Control ISC Team WE member of a pending project. This is a "stock or nonstock" decision and requests advice on the total requirements of nonstock or special manufacture items as delineated in the Project Announcement to be requisitioned from that local control service center. Class C stock items of the type required, as well as any known excess field stocks, should be considered in developing the reply. Plant and Engineering should be requested to review the need of training and/or maintenance spare unit requirements for unique service offerings. The Supply Division should reflect total net requirements for nonstock items.

(d) Assist the ISC Team Plant/WE member(s) in resolving supply jeopardy conditions affecting ISC requisitions or delivery schedules. This may include expediting requisitions for nonstock items in advance of the DVA.

(e) Assist in developing "AX" transactions (Intercompany purchases of Class C stock) on emergency requirements, if requested.

5. SERVING TEST CENTERS REPRESENTATIVE

5.01 The application of the ISC Plan to the implementation of private line services provided through toll offices and facilities, either Long Lines or the OTC shall be guided as described in 5.02 through 5.07.

5.02 For Switched Service Network orders, the Switched Service Bureau (SSB) and Section Control Office (if applicable) will normally perform the STC functions.

Basic (Long Lines and OTC)

5.03 Plant Control and Local Control STCs serve as the ISC representative(s) of the Plant member of the designated ISC Team in the territory involved. They perform all regular responsibilities for the circuit including the post-cutover service (maintenance) of the circuit. They will comply with reporting procedures when assigned RRO responsibilities outlined in Section 010-520-105.

Long Lines STCs

5.04 Long Lines STCs functioning as representatives of their departmental ISC Team Plant member will normally coordinate all local STC activities with the local activities of the OTC field installation groups and the PSC when involved, in the implementation details of special services provided under the ISC Plan.

5.05 However, local problems or jeopardy conditions which cannot be resolved between the STCs and the OTC field installation groups or PSCs shall be referred by the STC to the local Long Lines ISC Team Plant member for assistance. At the same time the OTC field installation group or PSC will contact its OTC ISC Team Plant members. The Long Lines ISC Plant member will attempt to resolve the problem locally with his OTC ISC Team Plant member coordinate(s) involved. If the condition cannot be resolved, it is the responsibility of the STC to initiate a Jeopardy Report.

OTC STCs

5.06 Serving Test Centers which are owned and operated by the OTCs shall function as described in 5.03 through 5.05, except in cases requiring referral to their ISC Team Plant member. OTC STC representatives shall direct their referrals to the OTC ISC Team Plant member responsible for the station or terminal location involved. The ISC Team Plant member is generally defined as the coordinator of the functional activities of the OTCs work groups involved with station material and loop facility provision items interfacing the line facilities at the STC.

All STCs

5.07 STC ISC representatives shall be the regular management personnel within each toll center who are directly involved with the matter of circuit order work (service orders), transmission requirements, and service performance. Their duties include:

(a) To work in close cooperation with their ISC Team Plant member in whose territory the STC is located.

(b) To advise the ISC Team Plant member of any local jeopardy condition affecting the project schedule or the completion of any USO.

(c) To advise the ISC Team Plant member of any missed DD situations affecting a local customer location.

(d) To confirm with other plant forces involved that customer premises will be ready and that suitable commerical AC power is available at the customer location(s).

(e) As soon as possible after service is started, to make a review at the customer's premises covering such items as properly designated equipment, adequate and correct trouble-reporting procedures, and ensure that the customer understands that operation of the service.

(f) Upon request, to advise the local ISC Team Plant member of work completions of each leg station served from the STC.

(g) Procedures for the exchange of mutual information between the STC representatives and the local ISC Team Plant member should operate without solicitation of either party.

(h) Verify that adequate information and re-route facilities will be available and, if not, take action as required to make such arrangements available.

(i) Observe proper service precautions by coordinating changes on serving links with ISC Plant Control whenever the need for such coordination is indicated.

6. NETWORK CONTROL OFFICE

6.01 The Network Control Office is responsible for the coordination of the plant effort required to complete USOs involving overall network operation. This office may also be the PCO on a portion of the network, in which case PCO responsibilities would also apply.

6.02 Some of the items requiring consideration and action of a Network Control Office in carrying out these responsibilies are:

(a) Analyze service order reports received from PCOs and ensure that situations affecting the network are properly resolved.

(b) Cooperate with Sales and Government Communications (GC) offices and the Plant Network Manager, when assigned, when unusual conditions arise that would require the use of extreme measures in meeting a DD.

(c) Keep the Plant Network Manager (when assigned) advised and request his assistance when any unusual problems arise in connection with meeting a network DD.

7. PLANT SERVICE CENTERS REPRESENTATIVE

7.01 A management representative or ISC contact shall be designated at each Exchange PSC and/or Special Plant Service Center or DATAPHONE Data Service Testboard office location. He functions as a coordinator on all ISC USO transmission requirements and service performance records involving ISC projects served by his center. In addition to the normal PSC procedures, his additional duties are:

(a) Work in close cooperation with the ISC Team Plant member of his Area.

(b) Advise the ISC Team Plant member of any jeopardy or missed DD condition involving an ISC order.

(c) Ensure that all main frame cross-connect work is completed at the earliest practical date ahead of the PTD as indicated on the USO.

(d) Distribute field work copies of the local USOs to the installation forces promptly. Do not retain in the local work file for routing

just prior to the DD. It is essential that the field installation work and preliminary testing be completed prior to or on the PTD.

(e) Ensure that the exchange facilities adequately meet all transmission requirements of standard practices applying to the type of service being installed. Marginal cases or the inability to provide proper facilities shall be discussed with the Area ISC Team Plant member promptly in order to reach a resolution agreement or to secure engineering assistance. No data, or special service, etc, is to be released to customer service on marginal facilities; therefore, every effort is required to locate and correct problems of this kind well in advance of the DD for the service.

(f) Promptly report completion of all ISC orders or projects to the ISC Team Plant member.

8. FIELD INSTALLATION FORCES

8.01 Installation foremen involved in furnishing ISC services are representatives of their ISC Team Plant member and are responsible for the proper completion of their portion of customer service. In addition to a foreman's normal job responsibilities, his ISC responsibilities are outlined as follows:

(a) Work in close cooperation with the ISC Team Plant member and the assigned RRO as outlined in Section 010-520-105.

(b) Endeavor to complete as much of the preliminary work at the customer location at the earliest practical date. All installation work and preliminary testing of the facilities and station devices should be completed prior to or on the PTD as shown in the USO.

(c) Secure the assistance of his ISC Team Plant member on problems or jeopardy conditions affecting ISC orders that cannot be resolved locally.

(d) Cooperate in meeting end-to-end system call-through test schedules if specified in the USO or Project Schedule. Forward the results of these tests to the ISC Team Plant member, if required.

(e) Cooperate with Business Services for release of the station for customer training.

(f) Do not alter any specified option arrangement or drawing without engineering clearance to do so. Interface problems with business machines engineers should be referred to Plant or Engineering Date Technical (DATEC) support personnel.

(g) Forward any comments pertinent to the problems of an order or project to the ISC Team Plant member immediately after cutover.

(h) Ensure that all records and maintenance information is left with each station and that local maintenance forces are aware of any special requirements or arrangements, if applicable. Care should be exercised that Bell System proprietary information is not left at the station.

(i) Verify availability and access of customer premises for installations, necessary commerical power, suitable floor space, etc, and the date the customer will be ready to accept the service.

(j) Existing Plant practices should be followed in presurvey of installations as well as sampling after installation to ascertain neatness, properly designated equipment and customer satisfaction.

9. CIRCUIT PROVISION BUREAUS

9.01 In most Companies, the function of circuit design is the responsibility of one Engineering Department. The duties or details of ISC participation for these Companies are found in the section on "Engineering Responsibiliites." In OTCs where this function is provided by the Plant Department, or a separate department or bureau apart from Plant or Engineering, the following procedures will apply:

(a) A management representative will be designated at each bureau to serve as the ISC contact for service matters for the territory served. General responsibilities are to coordinate the internal methods and procedures of the bureau as they apply to these sections including reporting procedures when assigned RRO responsibilities as outlined in Section 010-520-105, and to work in close cooperation with the ISC Team Engineering and Plant members.

(b) On special services, obtain intraexchange and interexchange facilities assignments and

make up and furnish required details to ISC Engineering Control of overall circuit design.

(c) On all services, including those Special Exchange Services treated by the bureau, arrange for the prompt preparation of the circuit layout record cards and their distribution to those groups requiring this information to install the service. Facilities selected must be wired in and tested prior to PTD.

(d) If any local condition develops which could affect the overall circuit compatability, consult with the ISC Team Engineering member and obtain concurrence that the local deviation is satisfactory from a circuit point of view.

(e) Promptly upon identifying any jeopardy condition that would affect the completion schedule, AD, RID, DVA, PTD, TND, or DD, notify the ISC Team Plant member. If assigned Responsible Reporting Office (PRO) duties, report as specified in Section 010-520-105. The purpose and importance of such reports cannot be over emphasized. They are the basis on which the ISC Control Team keeps the customer informed of the firm service date and may relieve other areas involved of additional and unnecessary expense in their efforts to meet the commitments.

(f) Promptly refer all facilities engineering problems or details to the ISC Team Engineering members.